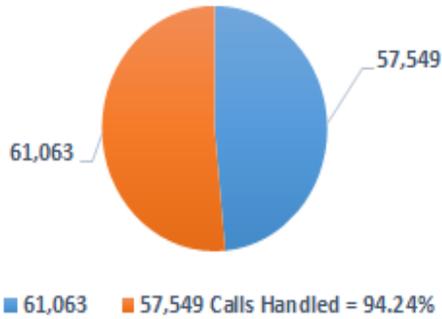


2-1-1 Texas Rio Grande Region Annual Report FY 2018

Calls Offered/Handled



Access to 211 Services	
Phone	58,352
Email	29
Walk In	6
TTY	8

Call Distribution by County

County	Number of Calls
El Paso	34,963
Brewster	134
Culberson	17
Jeff Davis	14
Hudspeth	121
Presidio	186
Other Texas Counties	22,030

Gender of Callers

Female	47,712
Male	10,235
Uncertain	440

Top 10 Presenting Needs

Rent Payment Assistance	2,727
Electric Service Payment Assistance	2,717
Food Pantries	1,553
Child Care Expense Assistance	777
Housing Authorities	765
Low Income/Subsidized Housing	716
Water Service Payment Assistance	621
Medical Appointments Transportation	619
VITA Program Sites	522
Gas Service Payment	513

Top 10 Unmet Needs

Rent Payment Assistance	135
Disaster Food Stamps	60
Disaster Related	56
Electric Service Payment Assistance	50
Mortgage Payment Assistance	36
Food Pantries	29
Fans	27
Water Service Payment Assistance	31
Medical Care Expense Assistance	21
Bedding/Linen	18

Call Type

Information	9,938
Referral	21,743
Transfer	25,002
Advocacy	130
Phantom	284
Disconnect	777
Wrong #	114
Administrative	324
Crisis Intervention	1

Follow Ups

In FY 2018, 2-1-1 made 420 follow up calls with 231 (55%) successfully completed.

Top 10 Agencies/Organizations to which referrals were made

Texas Health and Human Services Commission (HHSC)	2027
EL Paso Community Action Program, Project BRAVO, Inc.	1308
Project County General Assistance	1255
Project Vida Health Center	1226
Hurricane Harvey-2017	1207
Salvation Army, The-El Paso	1113
El Pasoans Fighting Hunger	1031
Diocesan Council of El Paso	1003
Amistad	977
City of El Paso Department of Public Health	746



2-1-1

2-1-1 Texas Rio Grande Area Information Center

Annual Report

FY 2018



5115 El Paso Drive, El Paso, TX 79905



Serving Far west Texas as the designated 2-1-1 Area Infor-

